

**Indiana Department of Child Services Emergency Response Report to the Interim Study Committee
on Public Health, Behavioral Health, and Human Services**

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I. Introduction

Pursuant to Section 7 of Legislative Council Resolution 20-02 (as amended and corrected May 13, 2020), the Indiana Department of Child Services (DCS) is required to submit a report to the Interim Study Committee on Public Health, Behavioral Health, and Human Services outlining agency operations during the COVID-19 pandemic, agency preparations for future emergencies, and agency legislative recommendations for future emergencies.

More specifically, Section 7 required DCS to provide the following information:

- (1) Overview of which, if any, operations or services were reduced or suspended during the COVID-19 pandemic, including the following information:
 - (a) Whether the suspension or reduction was required by an Executive Order or an internal agency decision?
 - (b) To the extent applicable, include citations for the laws, rules and policies affected by or authorizing the reduction or suspension.
- (2) Overview on preparations to address future emergencies and recovery from emergencies based on the state agency's experience with the COVID-19 pandemic. To the extent applicable, include citations for the laws, rules and policies that are affected by or authorize the preparations.
- (3) Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies.
- (4) Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to the COVID-19 pandemic.

II. Report Summary

The Indiana Department of Child Services was established in January 2005 by an executive order of Gov. Mitch Daniels. The Department was charged with two critical responsibilities: (1) protection of children from abuse and neglect; and (2) child support enforcement.

Section III of this report focuses on operations, preparations and recommendations as it relates to child welfare. The department's mission with regard to child welfare is naturally interpersonal and interactive, which presented unique challenges as DCS adapted to the COVID-19 pandemic. Like countless other Hoosiers around the state, DCS staff rose to the occasion and met these challenges head on. To safeguard the health and safety of the families DCS serves and our staff in the field, agency leadership immediately began to acquire needed personal protective equipment (PPE). The department also made use of the important regulatory flexibility created by Gov. Holcomb's Executive Order 20-05. This was done by providing foster parents more time upon initial placement to secure medical examinations of children in their care. As was previously mentioned, child welfare critically requires interacting with the people we serve. To protect those involved, the department quickly issued guidance to transition many of the agency's face-to-face activities to virtual formats when possible and deployed the use of COVID-19 screening questions when it was not possible. Prior to the pandemic, the agency's face-to-face interactions typically included: initial assessments of child abuse and neglect, parent and children visitation, sibling visitation, family case manager visits to children and parents, community-based and residential services to families, court proceedings and trainings. Another important change was made for those DCS serves by Gov. Holcomb in Executive Order 20-31. The department's Collaborative Care program provides supportive services to older youth age 18 to 21, and Gov.

Holcomb's executive order provided that those older youth who were aging out of the program during the pandemic could remain in the program for the duration of the public health emergency. As the department prepares for any future emergencies, two legislative proposals have been included in this report that reflect actions taken during this pandemic: (1) discretion to extend Collaborative Care services to older youth during an emergency declaration; and (2) discretion to modify the initial timeline for foster parents to secure medical examinations when children come into their care.

Section IV of this report focuses on operations, preparations and recommendations as it relates to child support. The Child Support Bureau (CSB), located within the Department of Child Services, administers child support enforcement under Title IV-D of the Social Security Act. During the COVID-19 pandemic, certain administrative child support enforcement actions were suspended to provide some level of relief for those individuals suffering from the economic consequences brought on by the virus. To prepare for future emergencies, CSB partnered with the Indiana Prosecuting Attorney's Council (IPAC) to develop guidance for essential child support services that would need to proceed in the event of a full or partial emergency shutdown. Finally, in the event of a future emergency, one legislative proposal has been included to, if needed, provide CSB additional flexibility to assume responsibility for carrying out IV-D functions for a county which is unable to provide child support services due to emergency conditions.

III. Indiana DCS: Child Welfare

The Department of Child Services protects children who are victims of abuse or neglect and strengthens families through services that focus on family support and preservation. DCS operates a toll-free hotline (1-800-800-5556) for people to call and report suspected cases of child abuse or neglect.

Families receive services based on the severity of the abuse or neglect, an assessment of the child's and the family's needs, and an assessment of the relative safety and risk to the child in the home.

The Department of Child Services' vision is that children will live in safe, healthy and supportive families and communities.

(1) Overview of which, if any, operations or services were reduced or suspended during the COVID-19 pandemic:

- **[Standby Guardians]** – Under IC 29-3-3-7, a parent of a minor or the guardian of a protected person may designate a standby guardian in the event of their death or incapacity. Section 4 of Executive Order 20-19, dated April 7, 2020, suspended the requirement under IC 29-3-3-7(c) that a notary witness the signing of a standby guardianship declaration. Instead, the standby guardianship declaration may be witnessed by a single person.
- **[Foster Care Licensing Requirements]** – On April 15, 2020, DCS Director Terry Stigdon issued Administrative Letter DCS-20-01 titled Temporary Modification to Foster Care Licensing Requirements. To protect the health and safety of staff, families and the community during the COVID-19 pandemic, temporary exceptions were made to select Foster Family Home Licensing Policies. DCS moved all pre-service and in-service training requirements outlined in DCS Policies 12.5 Pre-Service Training Requirements and 12.14 In-Service Training Requirements to a virtual format. Cardiopulmonary Resuscitation (CPR) training, as outlined in DCS Policy 12.6 Medical Training Requirements, continued to be required, but when classroom learning was not available, CRP training was required virtually or online by a certified program. The letter also recognized DCS Policy 12.9 Waivers, which allows the Central Office Licensing Unit to grant a waiver for a foster family home to be noncompliant with a specific rule or regulation. This waiver process was

administered on a case-by-case basis. 465 IAC 2-1.5-22 (Foster parent training); IC 31-27-2-8 (Granting of variances and waivers).

- **[Face-to-Face Contacts]:**

- **[Assessments]** – Beginning March 20, 2020, DCS Hotline intake staff began using COVID-19 pre-screening questions when receiving reports of child abuse and neglect. IC 31-33-8-1 prescribes the response times for initial contact by family case managers. DCS Policy 4.4 (Required Interviews) prescribes the interviews that must occur during an assessment.
- **[Parent Time and Sibling Visitation]** – IC 31-34-21-5.5 states that the department shall make reasonable efforts to preserve and reunify families, and IC 31-28-5-2 states that the department shall make reasonable efforts to promote sibling visitation. DCS Policy 8.12 provides guidelines for parental and sibling visitation. Further, juvenile courts require DCS to facilitate parenting time between parents and their children as well as between siblings. Starting March 20, 2020, DCS instructed staff and stakeholders that visitation was not required to take place in person, but could be provided virtually, unless required by the court. Beginning June 15, 2020, at least one visit per week was required to be in-person while remaining visits could be provided virtually. Courts also issued updated orders regarding visitation.
- **[Family Case Manager Residential Child Visitation]** – Under DCS Policy 8.10, the department has monthly face-to-face contact with every child under DCS care and supervision. On March 20, 2020, in person face-to-face visits at residential facilities by FCMs were suspended and transitioned to virtual visits. In May 2020, DCS staff resumed in-person face-to-face visits with children in residential facilities. To provide for the safety and well-being of children and staff in the facilities, a limited number and specific family case managers were assigned with the responsibility to perform residential visits.
- **[Family Case Manager Child Visits]** – Under DCS Policy 8.10, the department has monthly face-to-face contact with every child under DCS care and supervision. As a result of the COVID-19 pandemic, on March 20, 2020, DCS Director Terry Stigdon notified field staff that virtual tools would be an option to facilitate monthly FCM visits. In-person FCM visitation remained a priority subject to the results of COVID-19 screening questions and certain preferences of the placement home. This policy remained in effect until June 15, after which time in-person face-to-face FCM visitation resumed.
- **[Monthly FCM Parent Visits]** – Under DCS Policy 8.10, the department has monthly face-to-face contact with the parents, guardians, and custodians of children under DCS care and supervision. On March 20, 2020, DCS Director Terry Stigdon notified field staff that virtual tools would be an option to facilitate monthly FCM visits. In-person FCM visitation remained a priority subject to the results of COVID-19 screening questions and certain preferences of the home. This policy remained in effect until June 15, after which time in-person face-to-face FCM visitation resumed.
- **[Interstate Compact on the Placement of Children (ICPC)]** - The Interstate Compact on the Placement of Children (ICPC) is a compact between all 50 states, the District of Columbia and the U.S. Virgin Islands. It is a uniform law which establishes procedures for the placement of children across state lines. The Indiana ICPC statute is located at IC 31-28-4. Under DCS Policy 8.10, the department visits out-of-state placed children once every four months. Beginning in March 2020, DCS suspended placing children out-of-state as well as

visiting children already placed out-of-state. In May 2020, DCS began prioritizing visitations to those children whose visits were suspended as well as resuming placing children out-of-state.

- **[Community-based Services]** – The Department of Child Services contracts with agencies and individuals to provide community-based services to children and families. To perform these services, contracted agencies are required to follow DCS service standards. These service standards include a requirement for face-to-face delivery of services. To provide for the safety of children and families, in March 2020, DCS authorized services to be administered using virtual platforms, subject to the Child and Family Team agreeing that the individual services referred were appropriate to be completed in this fashion. Importantly, each Child and Family Team could determine the risk, needs and safety of each family being served. To ensure coordination between the department and service providers, DCS held weekly COVID-specific provider calls throughout the pandemic. Answers to questions and guidance from these calls were then posted on the department’s website.
- **[Residential Services]** – Under IC 31-27-2, the department is charged with the licensing and monitoring of residential facilities including private secure facilities, child caring institutions and group homes. DCS also contracts with residential facilities to provide treatment and care for youth involved with the department or probation. On March 16, 2020, DCS adopted the Indiana State Department of Health’s (ISDH) visitation guidelines that were issued on March 14, 2020, that restricted visitation of all visitors and non-essential healthcare personnel. DCS issued its own guidance and, effective June 1, parental visits resumed at facilities and youth with pending discharges were allowed to have home passes. To ensure coordination between the department and residential facilities, DCS held weekly COVID-specific calls throughout the pandemic.
- **[Child and Family Team (CFT) Meetings]** – Under DCS Policy 5.7, the department facilitates child and family team (CFT) meetings to engage with each families and children to create plans for assessment, safety, service delivery, and permanency. Due to the pandemic, beginning on March 20, 2020, planning for CFT meetings were required to use COVID-19 screening questions before setting up and meeting. CFT meetings were eventually transitioned to a virtual format by default with the option of an in-person meeting.
- **[Medical Examinations]** -- 465 IAC 2-1.5-19 requires, in part, a foster parent to schedule a child to be examined by a physician within 10 days of admission to the foster family home, except under certain circumstances. Pursuant to Section 13(B) of Executive Order 20-05, dated March 19, 2020, the Indiana Department of Child Services modified this 10-day requirement to a 45-day requirement.
- **[Older Youth and Collaborative Care]** -- Collaborative Care is Indiana’s extended foster care program. Collaborative Care is designed for young adults from age 18 until they turn 21 who voluntarily request to remain or reenter into foster care with services. For the duration of the public health emergency, Section 1 of Executive Order 20-31, dated June 3, 2020, suspended the relevant portions of IC 31-28-5.8-5(a) to allow the Department of Child Services to continue providing collaborative care services to individuals who are participating in these services and who have exceeded the age of 21 years and consent to continued services.
- **[Court Proceedings]** – As the result of county courts experiencing closures or limited dockets, some filings and hearings were delayed. Many courts eventually transitioned to virtual hearings, which provided for the resumption of proceedings.

- **[Administrative Law Proceedings]** – Virtual proceedings began to be offered in May 2020. Pursuant to IC 4-15-10.5 (HEA 1223-2019), on July 1, 2020, DCS administrative law judges were transitioned to the newly created Office of Administrative Law Proceedings. 465 IAC 3-3-9 (Scheduling of hearings); 465 IAC 3-3-18 (Hearing continuances).
- **[Training]** – New family case manager, attorney, service provider and resource parent trainings were transitioned fully to a virtual format.

(2) Overview on preparations to address future emergencies and recovery from emergencies based on the state agency's experience with the COVID-19 pandemic:

- **[Technology]**
 - **[Office and Inventory Tracker]** – To facilitate accurate accounting and recordkeeping, the DCS IT team developed and deployed (1) an office tracker; and (2) an inventory tracker. By requiring DCS personnel to check in and check out of the office tracker, agency leadership can monitor the amount of staff in the office to accommodate for social distancing and other recommended safety guidelines. The inventory tracker allows agency leadership to monitor the supply of cleaning products and personal protective equipment (PPE) across the department.
 - **[Family Case Managers]** – To prepare family case managers for the ability to perform their roles well remotely, FCMs planning to transition to using tablets. In addition, the DCS IT team is developing the capability for field staff to fully secure signatures electronically.
 - **[Clerical Staff]** – Clerical staff will be provided laptops to be able to perform their work, supporting agency team members, remotely.
- **[DCS Back on Track Plan]** – To accommodate the safety of agency personnel and those the agency serves, DCS leadership developed the DCS Back on Track Plan. This was done in conjunction with Gov. Holcomb's Back on Track Indiana plan. The plan includes rotating in-office schedules to facilitate social distancing, dedicated walking paths and doors, conference room capacity limits, deep cleaning of offices, and personal protective equipment for field staff. DCS has also begun creating a pandemic plan for the agency to assist the department in knowing how it should respond to pandemics in the future.
- **[Virtual Experience]** – As described in Question 1, certain operations at DCS were transitioned to a virtual format. This included visitations between biological parents and children in out-of-home placements. When appropriate and safe, this also included family case manager visits to check on children and placements. Finally, trainings for new employees and foster parents were also moved to a virtual format. Because of this experience, the agency is prepared to make these transitions again should future emergencies require it.

(3) Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies:

- None.

(4) Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to the COVID-19 pandemic:

- **[Older Youth and Collaborative Care]** – To provide a smooth transition in the event of any future disaster emergency, DCS would recommend amending the statute regarding eligibility for Collaborative Care. The amendment would add a section authorizing the DCS Director, in the event of a disaster emergency declaration, at his or her discretion, to extend eligibility for Collaborative Care services to youth receiving services for the duration of the emergency declaration. This would prevent those older youth who are aging out of services from losing important support in the middle of an emergency.
- **[Medical Examinations]** – As described in Question 1, the department was able to modify the time requirements for foster parents to seek a medical examination for a child residing in their home. DCS would recommend a statute authorizing the DCS Director, in the event of a disaster emergency declaration, at his or her discretion, the ability to suspend this requirement to ensure timely adjustment.

IV. Indiana DCS: Child Support

Federal child support activities and organizations are governed by Title IV-D of the Social Security Act. Under federal law, each state is required to have a “single and separate organizational unit” to administer child support enforcement. In Indiana, it is the Child Support Bureau (CSB), located within the Department of Child Services. Under Title IV-D, states are required to provide the following mandatory child support services: (1) the location of non-custodial parents, (2) the establishment of paternity, (3) the establishment of child support and medical support orders, (4) the enforcement of those orders, and (5) payment processing, distribution and disbursement of child support monies.

Child support enforcement is structured in different ways in every state. Indiana is unique in that it is state administered but locally operated by elected officials. The offices of the elected prosecuting attorneys in every county perform all child support establishment activities, perform many enforcement activities as well as some parental location services. Offices of the elected county clerks engage in cash payment processing and court order entry into the state-wide child support computer system.

The Child Support Bureau is responsible for ensuring the Indiana IV-D program is administered in accordance with federal and state law, maintaining the state-wide child support computer system and giving the counties tools to assist with their responsibilities. CSB also is responsible for processing incoming interstate cases, centralized parental location activities, child support payment processing and disbursing of funds, assisting employers and some administrative child support enforcement.

Child support orders are legal obligations to provide financial support for a child(ren), and are established by a court of law. All child support obligations in Indiana are governed by the Indiana Child Support Rules and Guidelines issued by the Indiana Supreme Court. To ensure that child support payments are made, certain legal and administrative enforcement tools may be used. These enforcement tools include:

- Petitioning for judicial enforcement
- Withholding support payments from wages, unemployment compensation and other benefits
- Intercepting federal and state income tax refunds, lottery winnings and insurance settlements

- Reporting of unpaid child support to a credit bureau
- Suspending driver's and professional licenses as well as hunting and fishing licenses
- Applying vehicle liens
- Locating and withholding financial account assets
- Cross matching parents who owe support with employer new hire reports
- Denying/revoking passports
- Intercepting unclaimed property
- Interfacing data with numerous other federal and state agency systems

(1) Overview of which, if any, operations or services were reduced or suspended during the COVID-19 pandemic:

- The following administrative enforcement child support actions were suspended effective April 1, 2020:
 - Driver's license and recreational license suspensions (42 USC 666(a)(16); IC 31-25-4-32; IC 9-30-16-4; IC 14-11-3)
 - New submissions to the credit bureau agency (42 USC 666(a)(7); 45 CFR 302.70; IC 31-25-4-22)
 - Withholding (taking) of funds from financial accounts (Financial Institution Data Match – FIDM) (42 USC 666(a)(17); IC 31-25-4-31)
 - Sanctioning public assistance benefits of non-cooperating TANF recipients (45 CFR 264.30; IC 12-14-2-24; IC 12-14-7-2)

As a general matter, the implementation of federally-required child support enforcement measures is left to state law and/or agency policy. Ultimately then the use of administrative child support enforcement tools are within the discretion of Title IV-D agencies and their partners.

- Under federal law, to ensure the efficient use of federal dollars and the effective administration of state child support programs, the Department of Health and Human Services has established certain regulatory timeframes for the processing and completion of child support services. (See generally 45 CFR 302, 303, 307)
 - Section 301 of the Stafford Act, 42 U.S.C. § 5141, provides that “Any Federal agency charged with the administration of a Federal assistance program may, if so requested by the applicant State [or Indian tribal government] or local authorities, modify or waive, for a major disaster, such administrative conditions for assistance as would otherwise prevent the giving of assistance under such programs if the inability to meet such conditions is a result of the major disaster.”
 - On June 18, 2020, CSB applied to the federal Office of Child Support Enforcement (OCSE) for Stafford Act flexibility with regard to multiple federal performance timeframes. On June 25, 2020, OCSE approved CSB's request.
 - Attached to this report is the Stafford Act Approval Letter from OCSE.

(2) Overview on preparations to address future emergencies and recovery from emergencies based on the state agency's experience with the COVID-19 pandemic:

After the state emergency declaration, certain county-based offices and operations, such as courthouses and prosecutors' office, were fully or partially shut down. This meant that certain child support services were suspended or delayed.

To ensure that needed child support services continued without significant disruption, the Child Support Bureau worked with the Indiana Prosecuting Attorneys Council (IPAC) to develop guidance for essential child support services that would need to proceed in the event of a full or partial emergency shutdown. Attached to this report is the document titled “Essential IV-D Duties During Full or Partial Office Emergency Shutdown.”

(3) Recommendations, if any, for legislation that may be needed to help ensure the agency is prepared to address future emergencies:

- To be better prepared for a future emergency, DCS recommends a modification to IC 31-25-4-13.1. This modification would provide the Child Support Bureau additional flexibility to assume responsibility for carrying out IV-D functions for a county which is unable to provide child support services due to emergency conditions.
- The current statute requires CSB to seek an affirmative vote of two-thirds of the Interim Study Committee on Public Health, Behavioral Health, and Human Services if it wishes to contract with a private attorney or assume responsibility to carry out Title IV-D child support activities. This modification would remove the requirement for approval of the Interim Study Committee.
- In the event certain county offices are closed or are limited in operation due to an emergency, it would be helpful for the continuity of services, if needed, for CSB to be able to efficiently transition to working with other contractors for services. During the COVID-19 emergency, CSB was unable to step in for the local county offices due to the limitations of this provision.

(4) Recommendations, if any, for legislation to permanently repeal or modify any regulations or laws that were or are partially or fully suspended due to the COVID-19 pandemic:

- None.

Attachment A



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Child Support Enforcement | 330 C Street, S.W., 5th Floor
Washington, DC 20201 | www.acf.hhs.gov/ocse

June 25, 2020

Adam Norman, Director
Indiana Child Support Bureau
402 West Washington Street
Room W360
Indianapolis, IN 46204-2739

Dear Director Norman:

On June 17, 2020, OCSE received your request for flexibility under the Stafford Act pursuant to DCL-20-04. As a result of the impacts of the COVID-19 pandemic, Indiana requested the following flexibilities:

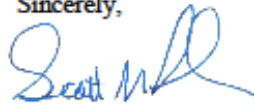
1. The two business day timeframe set forth for forwarding payments applicable in accordance with 45 CFR 302.32(b)(1), (2)(i), and (ii) be extended to five days for fully electronic payments, and 10 business days when manual processes are required.
2. The 90 calendar day timeframe set forth in 45 CFR 303.4(d) be extended to 180 calendar days.
3. The 30 calendar day timeframe set forth in 45 CFR 303.6(c)(2) be extended to 60 calendar days.
4. The 60 calendar day timeframe set forth in 45 CFR 303.6(c)(2) be extended to 120 calendar days.
5. The 20 calendar day timeframe set forth in 45 CFR 303.7(c)(4)(i) and (ii) be extended to 40 calendar days.
6. The 75 calendar day timeframe set forth in 45 CFR 303.7(d)(2)(i), (ii), and (iii) be extended to 150 calendar days.
7. The 10 working day timeframe set forth in 45 CFR 303.7(d)(3) be extended to 20 working days.
8. The 10 working day timeframe set forth in 45 CFR 303.7(d)(4) be extended to 20 working days.
9. The 30 calendar day timeframe set forth in 45 CFR 303.7(d)(5)(i) be extended to 60 calendar days.

10. The 30 calendar day timeframe set forth in 45 CFR 303.7(d)(5)(ii) be extended to 60 calendar days.
11. The 10 working day timeframe set forth in 45 CFR 303.7(d)(9) be extended to 20 working days.
12. The 15 business day timeframe set forth in 45 CFR 303.8(b)(7)(ii) be extended to 30 business days.
13. The two business day timeframe set forth in 45 CFR 303.100(e)(2), 303.100(e)(3), 454A(g)(1)(A)(i), 466, and 453A(g)(1) of the Social Security Act be extended to five days for fully electronic payments, and 10 business days when manual processes are required.
14. The two business day timeframe set forth in 45 CFR 307.11(c)(1)(i) be extended to five days for fully electronic payments, and 10 business days when manual processes are required.
15. The two business day timeframe set forth in 45 CFR 303.32(c)(2) be extended to five business days.
16. The five working day timeframe set forth in 45 CFR 303.2(a)(2) be extended to 10 working days.
17. The 20 calendar day timeframe set forth in 45 CFR 303.2(b) be extended to 30 calendar days.

In accordance with your request and the Stafford Act, the requested modifications are approved beginning January 20, 2020, and expiring at the end of the major disaster declaration for your jurisdiction. Please maintain communication with your Regional Program Manager regarding the status of your state's major disaster declaration.

If you have any questions concerning the approved request or need technical assistance, please contact Lisa Marks at Lisa.Marks@acf.hhs.gov.

Sincerely,



Scott M. Lekan
Acting Commissioner

cc: Lisa Marks, OCSE Regional Program Manager, Region 5
Melissa Johnson, Director, OCSE Division of Regional Operations
Yvette Riddick, Director, OCSE Division of Policy and Training

Attachment B



Essential IV-D Duties During Full or Partial Office Emergency Shutdown

Customer Service

- Communicating with constituents and their representatives (via phone or email)
- Responding to concerns and questions of participants
- Opening and processing mail
- Answering and reviewing voicemails and emails
- Maintaining ISETS contact information for participants (as they call and update)

In-Take Process

- Receiving enrollment (application) forms
- Processing enrollment forms
- Building cases in ISETS
- Receiving and processing TANF referrals
- Receiving and processing Incoming UIFSAs (all other aspects should be handled like any other case and other state requests should be reviewed and responded)

Establishment Process

- Filing Petitions for Establishment of Paternity and/or Support (date preservation; e-filing)
- Potentially, if possible and can be done safely, genetic testing (as available) to establish Paternity- as long as it can be performed safely via lab swabbing or appropriate PPE/OSHA compliance
- Attempting, when possible as determined by the prosecutor's office, agreed orders for establishment (timeliness for obtaining orders – helps with Federal Timeframes)
- Entering Orders into the ISETS System (some Prosecutors and all Clerks)
- Sending outgoing UIFSAs for establishment as needed to meet federal timeframes

Modification/Review & Adjust Process

- Receiving requests for review and adjust (Modification) from CPs and NCPs
- Reviewing cases to see if modification is appropriate (Federal Timeframes)
- Filing Petitions for modifications when appropriate (date preservation; e-filing)
- Attempting, when possible as determined by prosecutor's office, agreed orders for modification
- Entering Orders into the ISETS System (Prosecutors or Clerks)

Enforcement Process

- Income Withholding Order
- NMSN
- Preparing and mailing outgoing UIFSA as needed for enforcement purposes
- Entering/updating employer information
- Calculating Arrears and maintaining correct balances in ISETS to ensure that appropriate enforcement is occurring
- Handling and addressing appeals specifically:
 - License Suspension,
 - Passport Suspensions

- BMV Liens
 - Tax offsets
- Responding to other appeals through CSB
- Responding to constituent complaints filed with CSB or IPAC

Financial

- Timely filing MECs and Incentive balance reports

Other

- Working UDCI reports

June 2020